

Mark Richman

Information Architect, Interaction and Product Designer

Summary of selected projects including challenges, process, and sample deliverables.

April 18, 2010

Ecommerce Redesign

Role: Interaction design, information architecture, leading design sessions, building consensus.

As the sole information architect working with Atlanta’s premier arts center, I collaborated with business owners, visual and web designers, and developers to revamp and modernize their ecommerce flow. Our redesign included subscription orders and renewals, single concert orders, registration, the ‘My Account’ management area, shopping cart, checkout, and order confirmation.

The Atlanta Symphony Orchestra was the first site to go live, and will be followed by the High Museum of Art and the Alliance Theatre.

Pictured is one of the more than 80 wireframes I completed for this project. I also created a user experience standards document to guide future development.

Your Shopping Cart View/Edit Details for All Performances

Subscriptions

Concert Series	Quantity	Section	Seats	Price		
Delta Classical Series 2 Thurs 4 concerts	3	Rear Orchestra	7 Unseated	\$704.00	1 Hide Details	
				Two-Series Discount Price	\$654.00	
Allison Moorer	Thursday, February 22	8:00 PM	<div style="display: flex; align-items: center;"> 2 <div style="border: 1px solid black; padding: 2px;">P</div> <div style="margin-left: 5px;">Parking: 1 pass</div> </div>	\$9.00	3 Change	
				<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">P</div> <div style="margin-left: 5px;">Fanfare: 2 meals</div> </div>	\$46.00	Change
John Houseman	Thursday, March 3	8:00 PM	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">P</div> <div style="margin-left: 5px;">Parking: 1 pass</div> </div>	\$9.00	Change	
				<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">P</div> <div style="margin-left: 5px;">Fanfare: 2 meals</div> </div>	\$46.00	Change
Joaquin Gordon	Friday, April 1	8:00 PM	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;">P</div> <div style="margin-left: 5px;">Parking: 1 pass</div> </div>	\$9.00	3 Change Add Fanfare	
Tribute to Haydn	Thursday, April 28	8:00 PM			3 Add Parking and Fanfare	
Series Comments: Please make sure that no one with a hat is sitting in front of me.					4 Change Comment	
Total Series Price:				\$773.00	Remove	

Concert Series	Quantity	Section	Seats	Price	
Children’s Classical Thurs 3 concerts	3	Rear Orchestra	7 Unseated	\$410.00	Hide Details
				Two-Series Discount Price	\$360.00
John Houseman	Thursday, March 3	8:00 PM			Add Parking and Fanfare
Joaquin Gordon	Friday, April 1	8:00 PM			Add Parking and Fanfare
Tribute to Haydn	Thursday, April 28	8:00 PM			Add Parking and Fanfare
Series Comments: Add a Comment					6
Total Series Price:				\$360.00	Remove

[Add Another Series to Your Order](#) Already know the Series you want? Choose it here: Choose Go

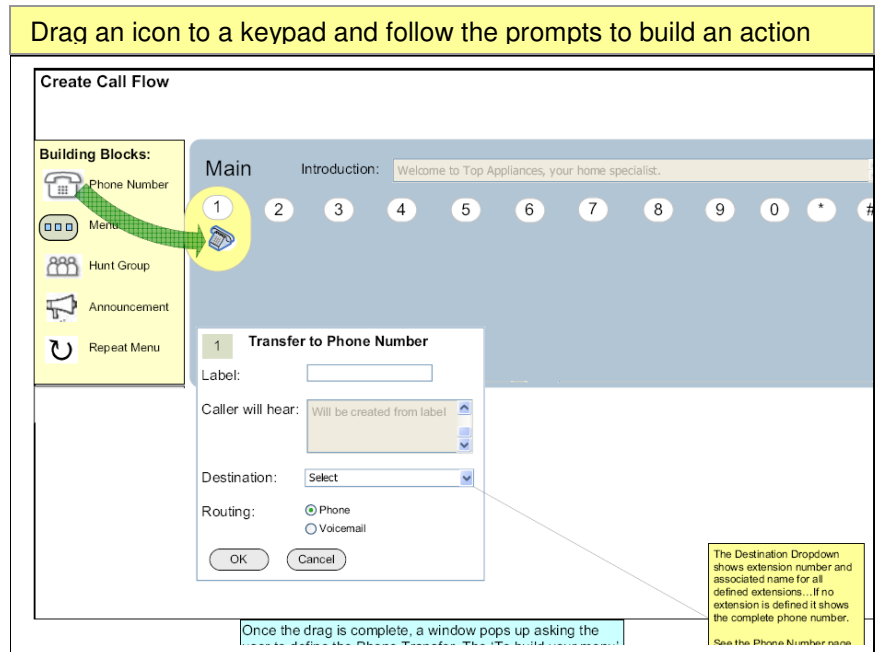
AutoReceptionist (Allow Business Owner to build an unattended Telephone System)

Role: Conception, interaction design, information architecture, supervision of visual design.

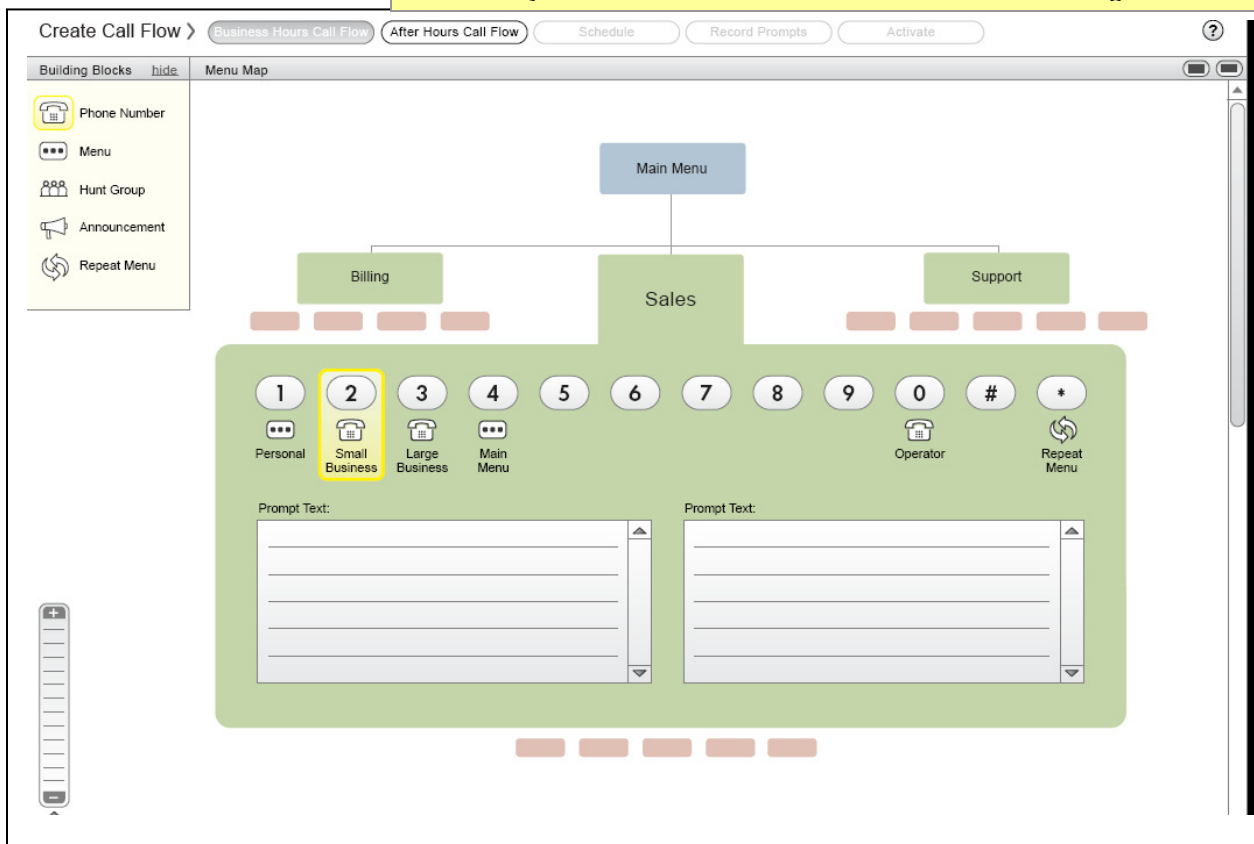
This Flash-based drag-and-drop application helps the small business owner conceive, create, and activate an AutoAttendant.

The user drags one of the building blocks to the desired keypad, types a label and destination, and the system does the rest.

A wizard guides the customer as to add extensions, announcements, menu repeats and other features, enables scheduling of business hours and after-hours attendants, and allows easy update of recorded prompts. The graphic interface allows the user to see the entire attendant or drill down into a single menu.



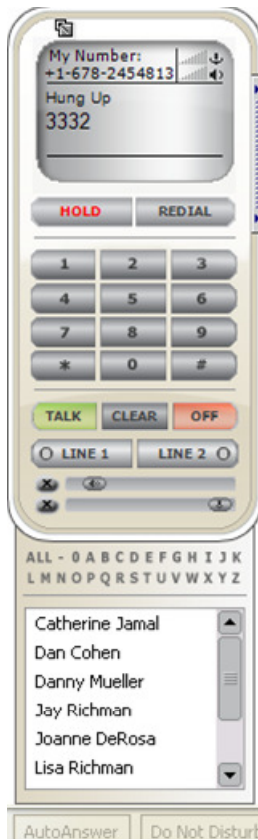
User may view the entire call flow and drill down into a single menu



Intelliverse: Redesign of Soft Phone (Imagine Skype targeted for SMB)

My redesign utilized current usability standards, existing research, and iterative prototyping.

Original



Redesign



Some Improvements:

- Context-sensitive actions reduce clutter
- Color-coded call display area reflects the current status and alerts a user to situations that demand attention: yellow: call on hold, light red: muted call
- Function buttons reside near the information they act upon; utility actions relegated to periphery
- Contact list may be narrowed by typing or using clickable alphabet widget. Double-click or enter key calls the selected name.

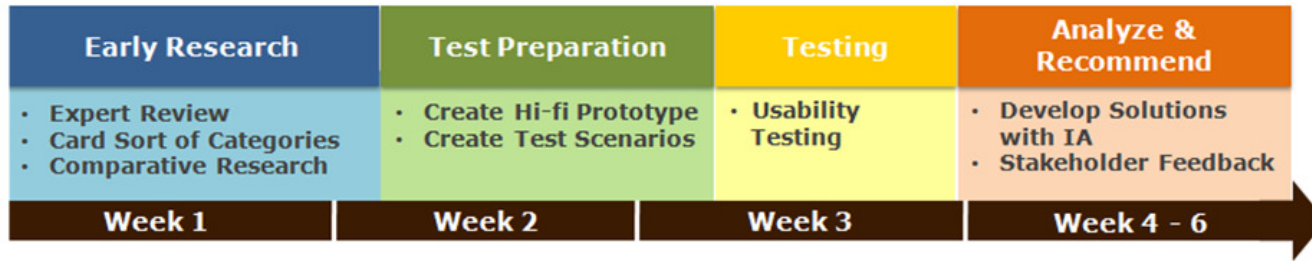


Tabbed call area clearly identifies two callers. During tests users intuitively used tabs to switch between calls and trusted that the original call would be placed on hold

Text area may be used to type a phone number or narrow the contact list. Testing performed to evaluate the usefulness of the clickable A-Z widget showed that it was used frequently by both keyboard-oriented and mouse-oriented participants.

Tabbed control panel allows user to toggle between Contact List, Call Log, and Dial Pad

A colleague and I had just two weeks to evaluate the current system, conduct exploratory research, and develop solutions before conducting usability tests. Our presentation of findings and recommendations got rave reviews. As one manager said, “This is the kind of research we ought to be doing!”



Comparative Research

We performed comparative research against other telecommunications companies as well as other major companies that need to organize large amounts of information.

We looked at how companies organize their web sites, what navigation style they use, their terminology, how they categorize information, and other aspects of their user experience.



Overview of Results

All 12 participants preferred the prototype to the current site.

Current Site	Prototype
3.6	4.9

Users learned the prototype quickly:

- The rating for the prototype was the same for both sets of tasks, indicating that its benefits were apparent from the start and the interface was easy to learn.

Tasks	Current Site	Prototype
1-5	3.3	4.9
6-10	3.9	4.9

Testing Demographics

UX tested 12 participants over 2 days

- All users got discounts on their mobile service
- 6 were AT&T users and 6 were from other carriers

Criteria for Participant Selection:

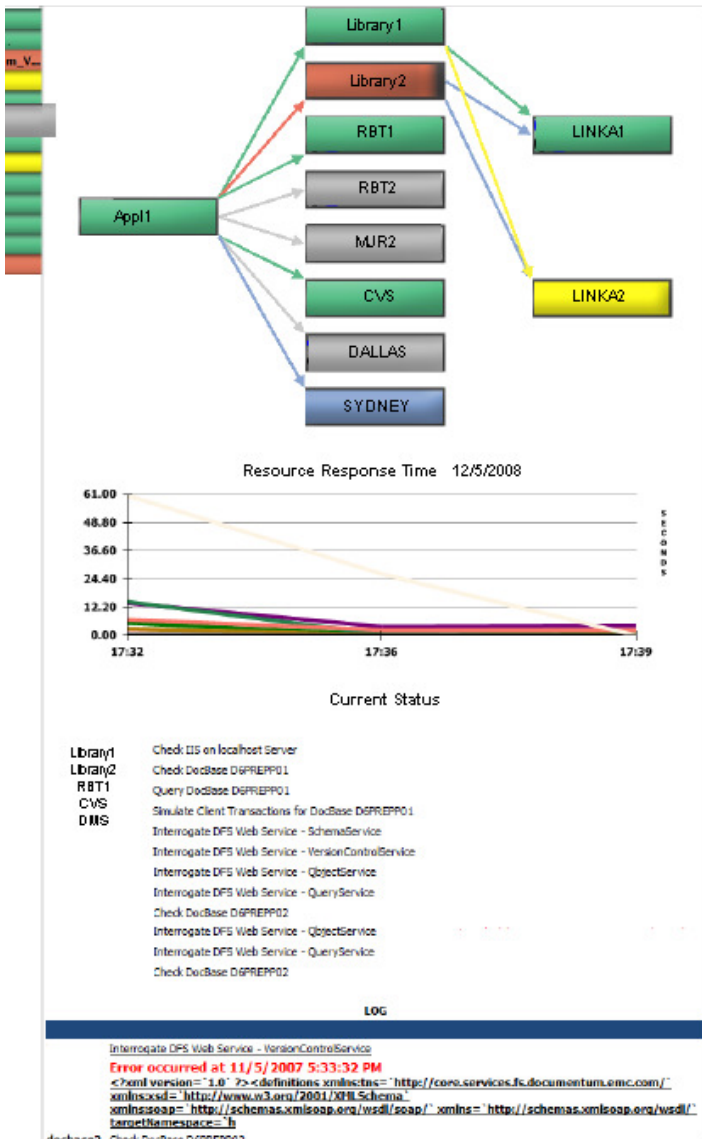
- Must use the Internet six hours or more weekly
- Must have a high-speed connection at home

Summary of Top Recommendations

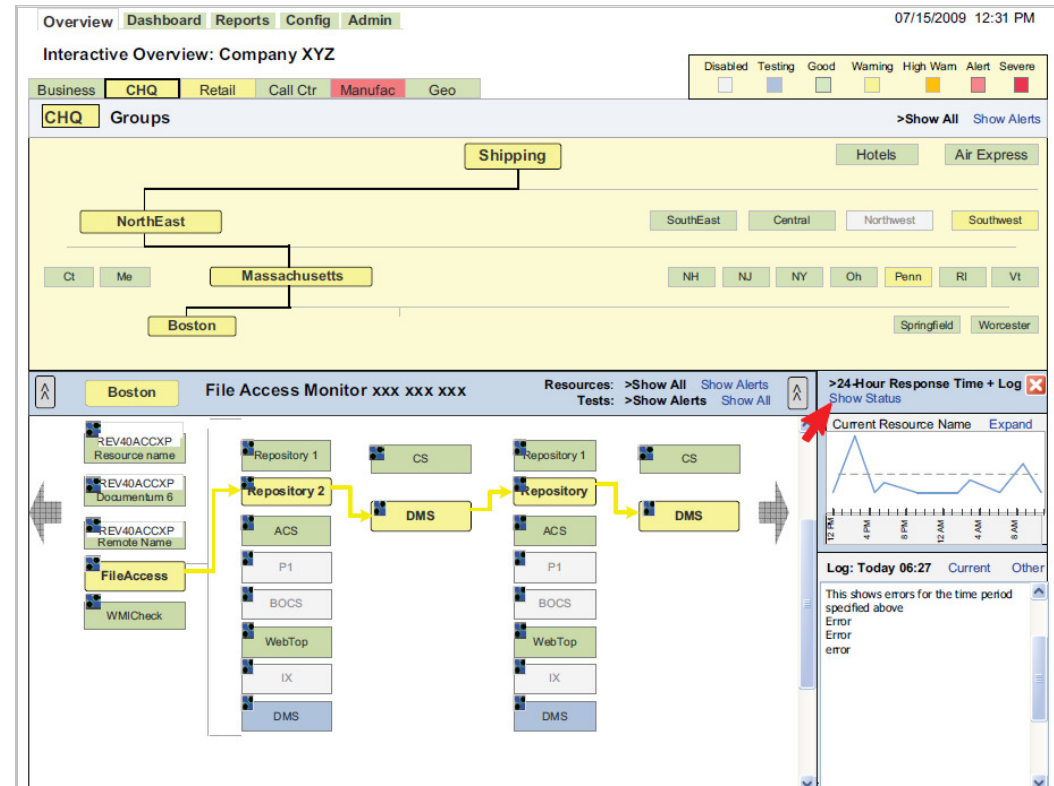
- Limit the number of top-level navigation categories to a small, meaningful set.
- Include the tutorials in the navigation on every page
- Design the navigation so that users do not need to scroll and thereby risk losing context.
- Publicize the device tutorials more prominently.

Goals: Improve readability and comprehension of main features, consolidate disparate views; expand the main view to show 5 tiers of components

Application's Original Main Page



WebSoSmart Redesign



My redesign of this web-based monitoring system consolidated all of the information from the original multi-page interface into a single dashboard-style page shown above. In addition, a clickable visual hierarchy (which can be folded up with a single click) occupies the top panel. This shows the path to the node being monitored, gives a color-coded indication of each node's state, and allows the user to switch nodes instantly.

Although the picture is small and may not facilitate close comparison, I hope that organizational and readability enhancements are visible at a glance.

Task: Design a flexible eCommerce flow that allows customers to order and customize any of the companies' products while supporting easy and immediate changes to the shopping cart.

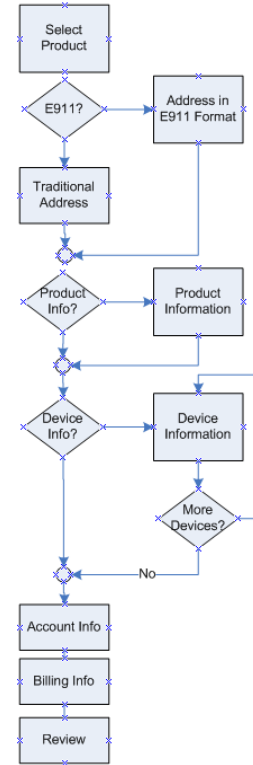
Role: Information architecture, interaction design, creation of standard models for use of interactive elements, design of user-friendly error message handling, conception and supervision of visual design, CSS development.

This company had many telecommunications products and wanted to institute a single ecommerce flow that would incorporate current best practices in usability and information presentation, and allow visitors to easily change their orders. A right-hand display box showed order status and allowed immediate changes.

Creating a single reusable flow ensured that future changes would be propagated to all products. The resulting system is more consistent and easier to maintain.

Challenge: coming up with a task flow that would:

- Prompt customers to enter important information immediately to reduce the possibility of abandonment.
- Allow additional steps to be inserted into the flow based upon individual product requirements.
- Retain a similar, easily understandable flow despite product variations.
- Design consistent interactions and reuse interactive elements whenever possible.



Product Name Online Signup: Review and Order

Service Address
Phone Number
Account Info
Billing
Review

You Have Ordered: \$Product name\$

Plan: ProductNameMessaging 100
Short Description here

W Service Number: 404-999-9999

Service Address 999 Lastchange Lane
Aprt 123
Atlanta, Ga 30311

Account Information
Name: Monica Simaso
Company Name: My Enterprises
Contact Phone: 303-222-1111
Contact Email Address: monica@att.net
Time Zone: EST
Login Name: monica001

Payment Information
Credit Card Type: Visa Expires: 02/2010
Card Number: **** * 9999 CVV2: 875
Name: Monica Simaso
A Billing Address: Same as Service Address

Place Order
Cancel
Show Cancel popup

Depends on product

1: This Order:
Messaging \$19.95
Setup Fee \$39.95

2: Service Location [Change](#)
Service Number: 999-999-9999
Toll Free Service \$19.95

3: Account Information [Change](#)

4: Payment Information [Change](#)

5: **Verify Order**

Page 5 – Review and Order

This screen shows complete information for this order

A

Billing Address:
If same as Service Address, show:
"Same as Service Address"
Otherwise show the address fields.

Place Order:
1) System submits order/CC
2) User sees the message:
'Thank you for your patience. Your order is being processed'

Optional:
- After every 15 seconds, refresh the message (alternate the color or the wording to show we are still there?)

Variations:
W Webphone: Service Number should read 'Phone Number'

Georgia Power's HR Intranet: (Contract for Blue Marble Media)

July 2004 and June 2005

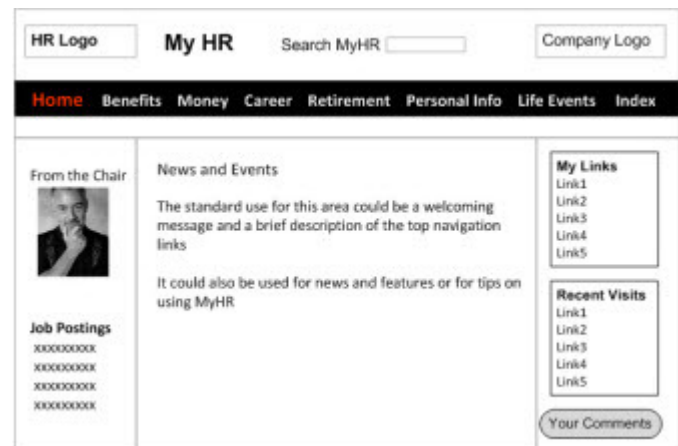
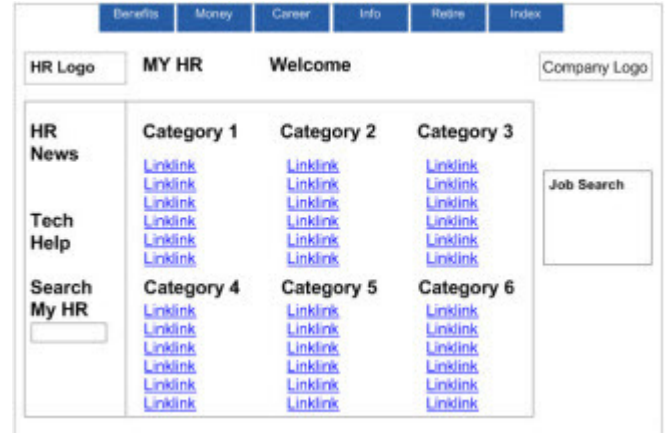
The Problem: The site's front page tried to be a one-click shop by featuring links to a large number of its features. Although these were grouped beneath headings, people tended to overlook the categories, preferring to search the links one by one. Since 40 to 60 links appeared on category pages, this became a reading exercise and most users gave up after reading 10 or 15 items.

Groups of bright blue links grab attention and seem to dare people to "just find the right link" to save a click. But when there are too many links, it just becomes wearying.

The Solution: We eliminated the reliance on blue links and guided users to the navigation. When the user's mouse hovers above the navigation, text appears below the categories, describing that page's contents.

On category pages, headings are shaded and rendered in 14-point type, emphasizing them over the 11-point links, which themselves are large enough to be read by older adults.

The Results: When tested the next year, participants were able to find 100% of items in our usability tests – a huge improvement over our tests on the original site.



Project: A state may not claim fraud against a medical practitioner without a statistical study showing that the practices in question are outside the norm. My redesign of ACS's software featured a wizard to help the user build this study, which then creates the statistical report.

- Responsible for UI redesign of the system, which was migrating from client-server to the web.
 - Reengineered the task flow
 - Added color coding to differentiate and enhance comprehension of abstract items
 - Eliminated unnecessary details
 - Increased comprehension by using plain English cues and error messages, placing "Learn More" links, clarifying item names, and creating a screen flow that reinforces the process of building a study.
- Spoke at length to the business analysts and other employees who worked as user liaisons to determine how the system was currently being used, seek recommendations, and brainstorm. (Access to current users was restricted due to business reasons).
- Built the production HTML, CSS (using CSS for tableless structure) and Javascript for the UI.

Standardized Screens for Study components:

These screens build the components used to create the study. The screens follow two basic models. I included the interaction and page transition notes in two "Standard" pages up front, which serve as the specs for all similar elements on the subsequent pages. By doing this:

- Only the unique elements on individual pages need to be explained.
- The basic page types are shown right up front, providing a model by which the developers can understand the complete design.

List Items: Standard Actions

Table order: initially alphabetic | Table headings are sortable

Page Interaction:
My Items/All Items radio buttons filter the Item names in the table
 "My Items" = Items for which the current user is Creator or Last Updater in DB.
Search for: Filters table Item names in real time. Searches for the typed characters anywhere in the Item Name field only. (Javascript)
Table order at init: alphabetic by name
Table Headings may be clicked to sort the table
Name: since initial state is A-Z, first click sorts Z-A, then alternates
By: First click sorts A-Z, next click sorts Z-A, then alternates
Date/Time: First click sorts descending, next ascending, then alternates
View: brings up View screen in a popup window.
Selecting Table Items:
Clicking an Item name highlights (and selects) the Item. It also "deselects" any currently selected item.
Double-clicking also highlights the Item. It does not initiate an action.
If user selects an Item and clicks a button (Modify, Delete, etc) for which he is not authorized, put out an error message
Page Transition:
Copy to New: Copies Item, adds "Copy" to end of name, shows Item Detail page.
Modify Existing: Shows Item Detail page. Name stays the same
New: Shows Item Detail page with empty input areas.
Relationships: Search relationships page
Delete: - Checks for relationships. If relationships exist, shows "Search Relationships" page.
 If no relationships exist, shows page 2 of the transaction with the "Delete" buttons: Confirm Delete/Cancel
Exit: Returns to home page

List Items
 Consectetur adipiscing elit
Select an existing or build a new Item
 Consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam,
 Search for:

Item Name	Last update: By	Date/Time	
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	DEFG	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	DEFG	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	DEFG	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	DEFG	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	DEFG	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View
RS name (up to 50 characters)	DEFG	12/21/2004 12:14	View
RS name (up to 50 characters)	ABCD	12/21/2004 12:14	View
RS name (up to 50 characters)	MJRC	12/21/2004 12:14	View

Note to HTML programmer for alignment:
 50-character Item name: width="320"
 4-char ID: width="35" font: narrow
 Date/Time: width: "116" font: narrow
 View hyperlink: width = "31"

Buttons: Copy to New, Modify Existing, New, Relationships, Delete, Exit

Transitions: Copy to New → Item Detail; Modify Existing → Item Detail; New → Item Detail; Relationships → Search relationships Page; Delete → View Item or Search relationships Page; Exit → Home Page

Study Pages:

These pages are used to view and manage a study once its components have been built.

The study is displayed in a tree structure. Shown below is a study in which the viewer has drilled into its details.

- Once again, components are color-coded to help users immediately identify their types. These components are shown as boxes within boxes, mirroring the way in which elements are combined to create other components. Top-level components are eventually combined to create a study.
- On this page the user has drilled down to view some of the study's underlying components. She can then edit any component, remove top-level components, and use the tabs to build various areas of the study.
- Other Visio pages show this page in other states and show the other pages used in study creation.

Important: If user has made any changes to the study (add/remove items, exception processing) **AND the user leaves the page**, either via the top navigation, Return, or by clicking **Edit** next to an item, **show the "Save Changes" popup.**

Tabs at top take user to that page.

If user clicks the "Edit" button next to general information, the page changes as per the **Edit General Info** tab.

"Big-Tree" Actions:

Clicking the "+" next to an item reveals the next level components for that item. For example, clicking "+" next to a Behavior Pattern reveals its Data Rules.

- The "+" is changed to a "-"

Clicking a "-" hides ALL lower-level components for that item. All levels

- The "-" changes back to a "+"

Clicking Remove next to an SG, RS or Act Limits removes the item from the study. Refresh the page

If user does not have proper authority to edit the study, hide all **Remove** links.

Clicking Edit takes the user to the detail page for that item. The current status of the tree's details (hidden/open) should be preserved. Refresh the screen on return to pick up changed details.

If user does not have proper security to edit an item a **View** link is shown instead.

"Exception Processing" and its Check are shown if exception processing is on for this Report item. This is not a checkbox.

"Exc Proc Override" and its Check are only shown if Exception Processing and "Override" processing are both on.

Page Transition and Validation:

See the following page (Additional validation for Maintain Study: general:)

Maintain Study: general: (without Activity Limits)

Maintain Study

1: General 2: Study Group 3: Report Section 4: Exception Processing 5: Activity Limits

General with Edit page

Study Name:

Instructions to user

General Information: Edit

Time Periods: (mm/dd/yyyy) [Learn more](#)

From: 12/14/2002 – 12/14/2002 – 12/14/2002 –

To: 12/13/2003 12/13/2003 12/13/2003

Relative Weight of Time Period: [Learn more](#)

1	1	1
---	---	---

Created: MJRC 12/14/2002 12:01P

Last Updated: MJRC 12/14/2002 12:01P

Last Run: MJRC 09/25/2004 09:01P

Description

Description: up to 999 characters

SG: Study Group name up to 50 characters Edit Remove

DR: Data Rule Name: up to 50 characters Edit

DR: Data Rule Name: up to 50 characters Edit

[Set Limits](#) [Why?](#)

RS: Report Section name up to 50 characters Edit Remove

RI: Report Item name up to 50 characters Edit Exception Processing Exc Proc Override

BP: Behavior Pattern name Edit

DR: Data Rule Name: up to 50 characters Edit

DR: Data Rule Name: up to 50 characters Edit

RS: Report Section name up to 50 characters Edit Remove

RS: Report Section name up to 50 characters Edit Remove

Save Save As Validate Save and Schedule Cancel/Return

Alucid Solution – Usability/Redesign Project for Health Care Call Center

July – August 2005

TCN: 3800056190570407 Status: 00-Active Service Authorization: 1234567890

Line	Code	Disposition
0	0266	3-Deny
0	0344	2-Suspend
0	3310	3-Deny
1	0313	3-Deny

Details

Line Number: 0
 Line Exception Number: 1 of 4
 Status:
 User:
 Description:
QMB Bene/Bill Xover only
 Resolution Text:
 Claim Type: 01-15, 20
 When billing QMB services, Medicare must be billed prior to Medicaid. If a recipient is QMB eligible, deny the claim.

Recipient Data

Recipient ID: 00000010112911 Name: VENNISON, NATE Date of Birth: 09/04/1979
 Gender: M - Male Elig on DOS: Yes Age: 26 yrs 10 mos
 Copay Exct: P - Pregnant COE: 031-QualMCBene Major Program: M-Medicaid
 SSN: 842-76-3774 Patient Acct #: 124235235

Additional Info

Date of Death: N/A
 Medicare Part A: N/A
 Medicare Part B: Yes
 Other Insurance: United Health Care
 Medical Record ID: 98765216578

Assist Category

Begin Date: 07/01/1981 End Date: 12/31/9999
 COE: 001-SS1
 Case ID: 306118234 Fed Match: 1-Reg FFP

Current Benefit Plan

Begin Date: 12/31/9999 End Date: 12/31/9999
 Type: CC-Clnt Choic
 Provider ID: 3020078
 Nursing Home: 00000000

Provider Data

Billing Provider ID: 123456789012 Name: Billing Provider Type: Good
 Pay to Provider ID: 098765432123 Name: Taxonomy: TENCHARS10
 Mcare Provider ID: 68686868 Plan: 00010001 Federal Tax ID: 987654321

Payment Data

Paid Date: R/A #: 1232123 Check #:
 Total Charge: \$37,392.00 Paid Amt: \$0.00 Tpl Amt: \$23.12
 Encounter Pd Amt: \$4.98 First Adj. Date: 04/22/2004 Pay Type: Z - ValHere
 Financial Ctr #: 23523525 Mcoaid Allowed: \$23.10 Mcare Paid: \$0.23

Deliverables:

- Designed protocol for two rounds of usability tests: managers and call center operators
- Facilitated usability tests for 11 users
- Executive summary (Power Point) for both rounds of tests
- Provided design recommendations developed from usability testing
- 45-page usability report detailing test results and extensive design and usability recommendations

Following this assignment, the client hired me to redesign one of their systems.

**Definition 6: Mental Model Map and Usability Recommendations for
Fast Food Company:**

November 2005

The client was a national fast-food company redesigning their Internet, intranet and extranet. As a user experience contractor for Definition 6, I:

- Met with every business group in the company and mapped out their “work world,” with emphasis on Internet, intranet, and extranet use, wish lists, and opportunities.
 - Defined all roles in the communications chain
 - Compiled current Internet, intranet and extranet usage
 - Recommended new methods of communicating with suppliers and other stakeholders
 - Outlined opportunities, challenges, and existing content
 - Mapped each group in a format that laid the foundation for a new site map.
- Created a key to understanding the mental model map (shown below)
- Sample mental model map is shown on the following page

Key to Understanding the UrChix’s Mental Map Representation

This document provides a mental model map of each of UrChix’s departments. A mental model map organizes each department’s major goals into a task groups, creating a framework that represents the department’s work. This framework may be used to develop a web site navigational scheme. The map as a whole should represent all of the company’s work that requires intranet, extranet, and Internet access.

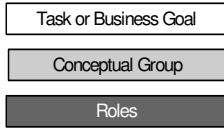
A shaded box represents each major task or goal. The task name is listed at the top of the box. White boxes positioned inside the shaded box represent the steps required to accomplish a task. These white boxes may be used to define lower-level navigational elements.

Additional information, including important external vendors, terminology, and current technology and databases, are listed beneath their respective tasks and task groups. This area underneath the task groups is often used to list existing content.

The next stage in web site development is to match current content with the tasks and goals in the map. If content to support a task is unavailable, this may identify the need to develop new content and technology. If content exists, but no matching task or goal is present, this may identify additional tasks and goals to include in the map.

UrChix's
Mental Model
comprising
Department Goals
and Tasks for
Intranet/Extranet
Project

Legend

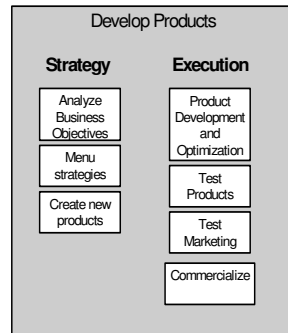
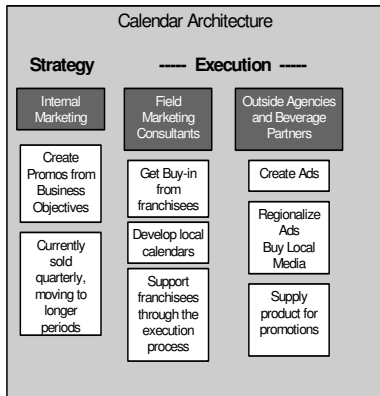
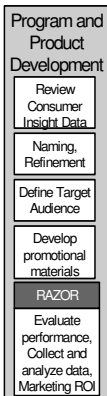


Marketing and Product Development

MAJOR TASK GROUPS

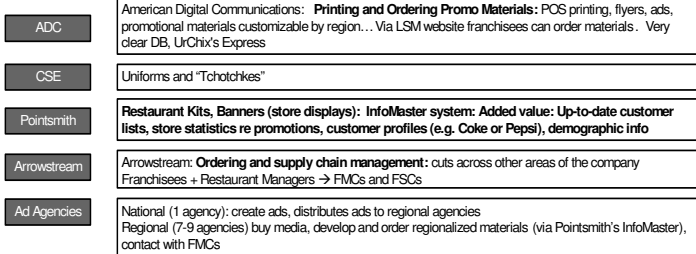
Marketing Personnel, Franchisees, Business Partners

Product Development

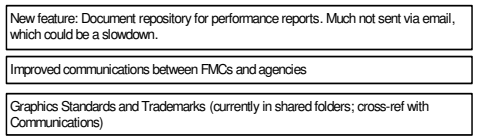


OTHER INFO

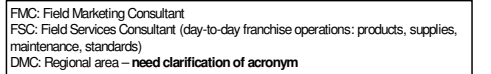
External Support and Development Resources



Opportunities



Terminology



UrChix: Sample Mental Model Map: Marketing and Product Development

Clearnova/Kinderstreet: Redesign of School Management System

October 2004-April 2005

Kinderstreet is a full-service school and day care management system used by school boards as well as independent centers.

I was responsible for the complete interaction design, usability standards, screen layout and object representation.

- Personally designed over 200 wire frames and approved another 100, completing the design of a 300-page project in 5 months.
- Created interaction design and standards from scratch via close interaction with product manager.

The screen pictured below allows a staff member to take real-time attendance as students enter and leave the classroom. Clicking one of the interactive clock objects to the right of each time field enters the current time as students arrive.

The checkboxes at the far right enable the teacher or assistant to enter a single arrival or departure time for many students with just a few mouse clicks. Other features include dashboards optimized for parents and staff members, advanced scheduling features, and thorough interactive help for parents who might not use the web every day.

The screenshot shows the Kinderstreet web application interface. At the top, there is a navigation menu with tabs for RECORDS, ENROLLMENT, CALENDARS, ATTENDANCE, BILLING, STAFF, REPORTS, PARENT SETUP, and SETUP. Below the menu, the page title is "Attendance Entry - Late Fees" and the site name is "XYZ Business". A "Select Site" dropdown menu is visible.

The main content area is titled "Daily Attendance by Course" for "Course Name: Gymnastics". It includes a "Date" field set to "07/01/2005" and a "Go" button. Below the date, there are radio buttons for "Selecting" (with "enters the current time: 3:41 P" selected) and "Mark all absent?". There is also an "Override time when selected:" field and a "Mark Absent" button.

The main table displays attendance data for five students:

Student	Present / Absent	First Period	Second Period	Third Period	Total Time	Select
Box, Nate	<input type="checkbox"/> P <input type="checkbox"/> C <input type="checkbox"/> A Absent Reason	In: 02:00 PM Out:			2:00	<input type="checkbox"/>
Foster, Roger	<input type="checkbox"/> P <input type="checkbox"/> C <input type="checkbox"/> A Absent Reason	In: 02:00 PM Out:			2:00	<input type="checkbox"/>
Monet, Tommy	<input type="checkbox"/> P <input type="checkbox"/> C <input type="checkbox"/> A Absent Reason	In: 02:00 PM Out:			2:00	<input type="checkbox"/>
Streit, Melanie	<input type="checkbox"/> P <input type="checkbox"/> C <input type="checkbox"/> A Absent Reason	In: 02:00 PM Out:			2:00	<input type="checkbox"/>
Thurber, Martin	<input type="checkbox"/> P <input type="checkbox"/> C <input type="checkbox"/> A Absent Reason	In: 02:00 PM Out:			2:00	<input type="checkbox"/>

At the bottom of the page, there are buttons for "Cancel", "Save Selected", and "Save All".